

CIT Service Catalog



Level 0

Please contact your CIT Relationship Manager
if you need any addition information about services in this Catalog
<http://cit.nih.gov/Support/RelationshipManagers/>

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Application Services (15)

- **508 Compliant Services**

Provide Maryland relay TTY/TTD machines and services NIH users, provide EVM transcription services, procure and install TTY/TTD services, provide nex talk services (instant chat service). Provide research and develop activities. Provide telephone user guides. Procure equipment for Computer/Electronic Accommodations Program (CAP).

- **ACD System Administration**

Manages and administers the ASPECT phone system.

- **Call Center Management**

Provide live attendant call services, administer Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), and Integrated Voice Response Systems (IVR), manage and maintain operating software for call monitoring, procure and maintain headsets.

- **Content Management System (CMS) Services**

Assists with all aspects of implementing content management system (CMS) services such as with initial planning, template development, integrating data with existing applications and databases, migrating existing content, training for authors and users, and ongoing monitoring and operations.

- **Custom Applications Development**

This service provides full life-cycle custom application development and production support of IT solutions.

- **Database Design and Development Service**

This service provide design and development for databases across platforms.

- **Event Registration Services**

CIT offers a full-range of design options, from the smallest of redesigns to a major new initiative. Experts in dealing with Section 508 issues and other Federal or NIH regulations that need to be considered when building a government website.

- **Knowledge Systems Management**

Manages the Knowledge Base (RightAnswers).

- **On-Line Event Registration Systems**

This service facilitates the creation and hosting of special event websites where attendees can register online.

- **Online Survey Systems**

This service facilitates the collection of survey responses for analysis and reporting.

- **Reporting System Services**

This service supports applications by providing a means to report on information contained in systems.

- **Scientific Coding System (SCS)**

OnDemand Subscription Service SCS OnDemand facilitates the scientific coding of NIH grants, contracts, intramural projects, and interagency agreements.

- **Service Ticket System**

Administration manages and administers the NIH-wide IT service ticket system.

- **Voicemail Services**

Designs and installs voice mailboxes, voicemail menu (trees), and provide IC-directed voice mailbox record reconciliation. Provides voicemail training. Provides voicemail transcription and Enhanced Voicemail Services (EVM).

- **Website Design & Development**

This service provides the design and construction of new websites.



Communication/Collaboration Services (12)

- **Captioning**

The following types of captioning are available:

- RemoteOn-Site
- WMV / RealPlayer / QuickTime set up fee
- WMV / RealPlayer / QuickTime -per hour
- Roll-up to Beta SP or VHS set up fee
- Roll-up to Beta SP or VHS set up -per
- Pop-up to Beta SP or VHS set up fee
- Pop-up to Beta SP or VHS -per hour

- **Contract Administration Services**

This service provides COTR for IT Services.

- **Listserv**

Email system for mailing lists used by NIH, HHS OPDIVs, and occasionally other agencies.

- **Messaging Services**

Centralized Messaging Services includes NIH Central Email Services, Blackberry Enterprise Server Support, NIH Central Fax Service, External IM Services, and Enterprise Email Archive/Vaulting.

- **NIH Portal**

NIH Portal provides a web interface gateway (single point of access) to data, documents, processes, and NIH services.

- **NTS**

Communications mechanism for hearing impaired.

- **Scheduled Video Bridging (ISDN or IP)**

- Video Bridge Services:
- 384 Kbps or below
- Above 384 Kbps
- Arranged SLA Audio Bridging

- **SharePoint Services**

Windows Sharepoint Services - Collaboration and Document Management.

- **Telework Services**

Coordinate remote access with local telephone companies, administer enhanced features such as Ultra Call Forwarding (UCF), Call forwarding off the 5ESS switch (Call forward off net), Enhanced Voicemail Services and Wireless access application services (EVDO), install residential lines for telework solutions, coordinate residential fiber optic (FIOS) and Digital Subscriber Line (DSL) services.

- **Web Collaboration**

- Breeze Live Service
- Audio Conferencing
- Breeze Training Service

- **Web Content Management**

This service provides the design and construction of websites (utilizing Microsoft's Content Management Server framework) that allow content owners to update their own pages.

- **Wiki Services**

Collaborative technologies to create virtual communities that share information, combine knowledge and coordinate efforts. Available in Shared Server, Managed Disk Storage, Dedicated Servers, and other configurations.



Connectivity Services (19)

- **Cable TV (CATV) Coordination/Installation**
Provides and coordinates cabling for new cable TV requests to National Institutes of Health customers.
- **Call Transport Services (Circuits)**
Administer local, regional, and international calling. Establish and process toll-free calling. Install, inventory and maintain NIH Dry pair circuits, T1 circuits, and PRI circuits. Coordinate residential (56K), DSL, and FIOS Services. Provide 24x7 circuit management hotline.
- **Dark Fiber**
Provides network cabling to National Institutes of Health customers Wide Area Network Fiber.
- **Distributed Antenna System**
Coordinates installation of passive antenna system for National Institutes of Health customers.
- **Infrastructure Graphical database**
Manages cabling and telecommunications infrastructure assets.
- **Inside and Outside Plant Cabling**
Provides telecommunications and network cabling to National Institutes of Health customers.
- **ISDN to IP Gateway Service**
 - Bridging ISDN to IP for Video:
 - General Labor Support
 - Equipment Rental
 - Manage Video Endpoint
- **New Construction/Renovation Cabling Projects**
Coordinates installation of new cabling infrastructure.
- **NIHnet Backbone Services**
Multi-Gigabit network servicing all NIH customers and select Federal agencies. Service includes fully redundant campus and metropolitan network services, wide-area connectivity to remote NIH facilities, and connections to multiple Internet Service Providers, Internet2, and HHSnet.

- **NIHnet Enterprise Network Service (ENS)**
A comprehensive network service providing managed, enterprise-level connectivity to the customer "wall plate." The service includes local area network (LAN) access using a robust, shared physical infrastructure that allows for easy moves, adds and changes.
- **NIHnet Remote Access**
Official remote access services for connectivity to NIH from external networks. Service includes a robust, fully redundant VPN solution designed to handle over 10,000 simultaneous connections, and a direct dialup service (PARACHUTE).
- **NIHnet Wireless Network**
A unified 802.11 WI-FI network servicing NIH facilities. The solution provides access for all regular NIH account holders and includes a guest solution for visiting researchers, patients, and visitors.
- **Pagers**
CIT offers the following types of pager support:
 - Pager Support
 - Provisioning
 - Repair
 - RF Coverage
- **Room Development / Support**
General labor support.
- **Telecom Emergency Management Services**
24x7 response to service outages. Provide daily updates, maintenance and support response to E911 System, install Blue Light phones, Red Phones, and Elevator Phones, coordinate interagency COOP for the NIH and Health and Human Services Department (HHS), procure and maintain security phones for perimeter fence, loading docks and guard stations.
- **Telephone Installation and Move Add and Changes (MAC) Services**
Provision dial tone, procure telephone sets, Network Terminals (NT1's) and peripheral equipment. Program features such as call transfer, 3-way conferencing, 6-way conferencing, call forwarding features, intercom management, call pick up, and universal call distribution (UCD). Reconfigure telephone lines, sets, and call handling features. Assign digital and analog telephone numbers, reconfigure primary and secondary telephone numbers.
- **Two-Way Radios**
CIT offers the following types of support:
 - Support
 - Provisioning
 - Radio Programming
 - Radio Set-up

- Equipment Repair
- RF Coverage Expansion

- **Video Bridge Support**

CIT offers the following types of support:

- Dedicated Bridge Call Monitoring
- Dedicated (Ad hoc) Video Bridging
- Bridge Certification

- **VideoCast**

CIT offers the following types of support:

- Encoding Support (includes 4 edits)
- Editing Support
- Podcasting



Enterprise Applications IT Support (6)

- **NIH Administrative Database (ADB) Support**

The NIH ADB is an enterprise-wide system serving the 27 NIH Institutes and Centers and the Office of the Director. ADB provides electronic support for NIH financial and administrative business processes.

- **NIH Central Accounting System (CAS) Support**

The Central Accounting System (CAS) processes accounting and financial transactions from the Electronic Research Administration (eRA), Information for Management, Planning, Analysis, and Coordination, (IMPAC II), Central Payroll, Payment Management System (PMS), and various Billing Systems for the NIH. Data is extracted from CAS nightly and made available to NIH through the NIH Data Warehouse/nVision.

- **NIH Enterprise Ethics System (NEES)**

The NIH Enterprise Ethics System (NEES) is the comprehensive automation of the NIH Ethics Program. It provides the means to submit, review, track, and report on all ethics-related reports and requests along with supporting documentation.

- **NIH Integrated Time and Attendance System (ITAS)**

The NIH Integrated Time and Attendance System (ITAS) is used by employees to report and track time and leave activities. ITAS is a U.S. Government computer system to be accessed and used only for official Government business by authorized personnel.

- **NIH Intramural Database (NIDB)**

NIDB collects, stores, and reports data from the NIH Intramural Research Program, permitting its oversight, administration of research policies, and responsiveness to inquiries from NIH management and outside sources, such as Congress.

- **nVision Data Warehouse**

To launch nVision Data Warehouse Reports and to learn more about the nVision Data Warehouse capabilities and features, visit the nVision Data Warehouse community page via the NIH Portal at my.nih.gov.



Hosting Services (6)

- **Co-Location Services**
Includes On- and Off-Campus locations with Rack or U-space rental; also includes Remote Hands services at the direction of hosted customers.
- **Content Management Service**
Microsoft Content Manager Service Server (MCMS).
- **Google Search Engine Services**
Google search engine support.
- **Mainframe (Titan) Batch and Interactive Processing**
Mainframe (Titan) Services include DB2, SILK/Shadow, batch and interactive processing, IMS, managed disk and tape storage, print services, web services, disaster recovery and off-site storage services.
- **Unix Services**
Unix Hosting Services (include dedicated servers (with multiprocessor configurations), managed storage, firewall, load balancing, SSL certificate, web, database, disaster recovery, backup and other services.)
- **Windows Services**
Windows Hosting Services (include dedicated servers (with multiprocessor configurations), managed storage, firewall, load balancing, machine virtualization, printing, SSL certificate, web, database, disaster recovery, backup and other services.)



Infrastructure Services (25)

- **Asset Management**
Inventory and Configuration Information.
- **Authentication Services**
NIH Active Directory Infrastructure, including Account management tools (includes DDNS, DHCP, WINS, Global Traffic Manager, and Password Self Service).
- **CNMS**
Centralized monitoring systems for Network infrastructure systems NIH-wide. Provides alerts via Web, email, phone, pager, etc. Provides statistics on infrastructure uptime, reports for utilization, etc. <http://cnms.nih.gov>. Developed as part of ARAC.
- **Constellation**
Provides automated data flow between NED and AD. Also provides automated account creation and deletion for provisioned ICs.
- **Consulting**
For everything else, there is hourly consulting. Network design; security service design; project management, etc.
- **Customized Solutions**
There are a variety of one-of-a-kind network and network security services provided to customers inside and outside of the NIH. Services include commodity Internet service, Firewall/IDS monitoring, and COOP site location support. These are custom solutions rather than commodity offers.
- **Delpro Support Services**
Conduct billing account code (BAC) verification, provide customized telco reports, manage IC Multipoint line Administration, update Emergency Notification Administration List, procurement of telephone products and services. Provide telephone line administration and ISDN user guides to customer. Procure telephone products and services as specified by customer. Maintain and distribute telephone calling cards for local, regional, and international calling.
- **Directory Services**
Centralized Directory Services (includes LDAP Directory Services, DDNS, DHCP, WINS, Network Global Traffic Manager, and NIH External Directory Services).

- **DNS**
DNS servers (ns.nih.gov, ns2.nih.gov, ns3.nih.gov), which answer authoritative queries for NIH (and other agency); DNS inquiries from external sources.
- **Enterprise Application Monitoring (NappMan)**
NAppMan employs a "monitor of monitors" approach to ensure our applications are available when we need them. As a monitor of monitors, NAppMan does not directly monitor an application itself. It pulls or receives information from the underlying monitor that the software uses to directly monitor the application. NAppMan then summarizes the information and displays it on a dashboard, thus allowing system owners to view the accessibility of an application from a user's perspective.
- **Enterprise Authentication Services (NIH Login)**
NIH Login provides single-point user authentication for NIH web applications. Powered by software from Netegrity called SiteMinder, NIH Login performs authentication of a web user, and allows or denies the user access to any NIH Login enabled application without asking the user to log in again.
- **FACnet**
Specialized network supporting a wide variety of security systems, building automation systems, HVAC, freezers, etc.
- **Integration Service Center (ISC)**
Provides an infrastructure and development environment for supporting Service Oriented Architecture application development at NIH.
- **IT Security System Testing and Evaluations**
Test to ensure IT systems security controls.
- **IT System Security Certification and Accreditation**
Certifies and Accredits that CIT IT systems meet approved security configuration requirements. (internal CIT service)
- **Local Application Monitoring (Sitescope)**
Sitescope provides a monitoring environment for automatically testing, alerting, and reporting on system availability and operation from within a firewall.
- **NIH Enterprise Directory (NED)**
Supports a directory that serves as the authoritative source of data on people at NIH.
- **NIHnet Firewall/Security Services**
FFS Firewall and IDS services for NIH and HHS customers.

- **NIHnet Perimeter Security**
Network security infrastructure which provides firewall, IDS/IPS, anomaly detection, and similar services for the NIH.
- **NTP**
Provide time for servers, desktops, scientific systems, network infrastructure, etc. Synchronized with NIST
- **Patch Management**
Automates process of applying security and other patches to application and operating system software for CIT customers and those with agreements with DCS.
- **Security Incident Handling**
Reponds to and manages incidents involving IT intrusion or other IT security infractions. (internal CIT service).
- **TLS**
Internal certificate manager for websites.
- **Web Content Filtering**
Perimeter solution which filters HTTP traffic to NIH end users based on NIH-management approved categories using a subscription database. Also provides some level of protection against phishing websites and dangerous web content.



Procurement/Licensing Services (1)

- **Enterprise Software Licensing**

The Center for Information Technology operates the Information Systems Designated Procurement (iSDP) to acquire and deliver brand-name software, hardware and services to NIH and DHHS personnel. The iSDP takes advantage of large volume purchasing agreements to provide significantly discounted prices to its customers.



Professional Services (7)

- **Consulting Services**

CIT offers experienced analysts, developers, and project managers who are committed to providing top-notch service backed by technical excellence.

- **Desktop Engineering Services**

Research, evaluate, plan, implement and manage systems management tools and desktop technologies (hardware/software).

- **Professional Services**

Develop and document standard operating procedures, administer telephone products and services training to Administrative Officers and end users. Offer 24x7 duty coverage. Provide project management and consultations for telecommunications initiatives. Update and supply web documentation on related telecommunications products and services. Maintain proprietary systems support to private branch exchanges (PBX's) including Merlin and Norstar telephone systems. Coordinate Voice Over Internet Protocol (VOIP) services.

- **Project Management Services**

This service provides project management advice and guidance.

- **Quality Assurance Services**

This service provides quality assurance verification and validation of application systems and related product deliverables.

- **Relationship Management Services**

Provides information flow between IT organizations on as-needed or routine basis.

- **Security Training Compliance Management**

Ensures all CIT users have completed mandatory security training.



Scientific Computing Services (6)

- **Biowulf Computational Cluster**
Biowulf-User Access.
- **Helix Managed Storage**
Managed Disk Storage, including Backups.
- **Helix Scientific Computing**
Helix-User Subscription Service.
- **IMARIS**
IMARIS Site License and Support.
- **MASCOT**
NIH MASCOT Server and Support.
- **SCIWARE**
Desktop Scientific Application Service.



Support Services (13)

- **Continuity Assurance Program**
24x7 monitoring, collection, and provisioning of IT System Status throughout the NIH environment.
- **Customized SLAs Services**
Negotiate, develop and document signed Service Level Agreements (SLAs) for telecommunications products and services.
- **Deskside Support Services**
Deskside support for desktop systems, infrastructure, and end-users.
- **Directory Services**
Publish the hard copy of the NIH Telephone Products and Services Directory. Publish the electronic copy of the NIH Telephone and Products and Services. Update and publish NIH Blue Pages for state-wide telephone Directories, process and distribute Local Exchange Carrier (LEC) Directories, develop and publish customized Directories.
- **Enterprise Application Development and Support**
These services provide full life-cycle application development and production support for the respective enterprise application.
- **Miscellaneous/Other**
Provide courier services to deliver Telecommunications Products to IC locations. Operator Services Administer IC Organization employee locator information, process international dialing, establish conference calls and telegrams, provide TTY/TTD related services, provide voicemail transcription.
- **Non-NIH Financial Systems**
CIT has a programming and operations support center with extensive experience developing, maintaining, and providing production support of mainframe applications written in COBOL/CICS, and specializing in governmental financial systems. We have knowledge of accounting principles and methods to understand and interpret user needs and governmental accounting requirements.

- **Operator Services**
Administer IC Organization employee locator information, process international dialing, establish conference calls and telegrams, provide TTY/TTD related services, provide voicemail transcription.
- **PKI Registration Services**
Assists in the management of PKI registration (internal CIT service).
- **Service Desk**
The central point of contact between service providers and users/customers on a day-to-day basis, handling incidents and service requests.
- **Signal Page Services**
Process Signal page for medical staff, maintain On Call Schedule, conduct overhead paging announcements, process hospital code blue and stat pages, process emergency fire calls and elevator trap calls in the NIH Clinical Center and Clinical Research Center.
- **Telecom Testing and Maintenance Services**
Monitor generator testing, coordinate power supply and battery replacement, coordinate maintenance schedules with NIH Institutes (IC's) for scheduled and unscheduled outages, manage telephone closet key access database. Provide essential emergency testing and maintenance reports such as line security assessment reporting, and detailed location updates (room number updates). Maintain critical telephone line listings (do not touch numbers and essential line lists), administer clinical center overhead paging.
- **Telephone Repair Services**
Recalibrate dial tone, offer 24x7 troubleshooting of service outages, process expedite services, replace defective telephone sets, network terminals (NT1's), handsets and line cords. Provide detailed trouble status reports.



Training Services (3)

- **Custom IT Training**
Provides training by Training Section personnel on dedicated, specific, custom subjects.
- **IT Training**
Provides IT application and technology training to NIH end-users.
- **IT Training**
Facilitation coordinates training personnel, resources, registration, and other related activities in support of training events/initiatives.